

ORIGINAL

NEW APPLICATION



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Frontier
COMMUNICATIONS

Everett, WA 98201-1003
Fax: 425-261-5262

October 19, 2016

Docket Control
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

T-01954B-16-0373

**RE: Citizens Utilities Rural Company, Inc. d/b/a Frontier Citizens Utilities Rural
T-01954B – Operator Services**

Dear Corporation Commissioners and Staff:

Enclosed please find an original and thirteen copies of the tariff filing for Citizens Utilities Rural Company, Inc. d/b/a Frontier Citizens Utilities Rural (Frontier) for review and approval.

The purpose of this filing is to standardize the naming and descriptions of Operator Services and introduce a variety of Operator Services for Business and Residential customers.

It is respectfully requested that this tariff become effective on November 20, 2016.

Please return approved stamped tariff sheets to:

Frontier Communications
Linda Saldaña
9260 E. Stockton Blvd.
Elk Grove, CA 95624

Please direct any questions or notifications of action taken on this filing to Kirk Lee at (425) 261-5855 or Kirk.Lee@ftr.com.

Sincerely,

R. Kirk Lee
Manager, Government & External Affairs

RKL: lms
Enclosures

Arizona Corporation Commission
DOCKETED

OCT 17 2016

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TELEPHONE SERVICES TARIFF

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DATE ISSUED: October 19, 2016
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FILED BY: Steve Crosby
TITLE: Senior Vice President

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LOCAL EXCHANGE SERVICES (Continued)

6.18 LOCAL EXCHANGE OPERATOR SERVICES

6.18.1 General

Local Calling Area (non toll) Operator Services are provided for the convenience of the customer when requesting operator assistance on direct dialable calls. A Local Calling Area includes extended area service dialable exchanges. Services are only available in those exchanges with central offices equipped to provide them.

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(L)

(L) Material relocated to Section 17.

(N)

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OPERATOR SERVICES

17.1 General

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

A. Busy Verification

The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.

B. Busy Interrupt

The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made.

C. Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

D. Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

E. Operator Assisted Person to Person

An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.

(L) Material relocated from Section 6.

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TELEPHONE SERVICES TARIFF

OPERATOR SERVICES

17.1 General (Continued)

F. Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

G. Operator Assisted - Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

H. Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

I. Dial Assistance - Customer requests the operator to dial a local call.

Assistance charges are not applicable to the handicapped or where the inability to dial a call is caused by Company switching equipment or facilities.

17.2 Rates and Charges

	<u>Per Call</u>	
Busy Verification	\$1.00	(L)(T)
Busy Interrupt	\$1.00	(L)(T)
Operator Assisted Station to Station	\$2.25	(N)
Collect	\$2.25	
Operator Assisted Person to Person	\$3.00	
Operator Assisted Time and Charges	\$2.00	
Operator Assisted - Corrections	\$2.25	
Billed to Third Number	\$2.25	(N)
Dial Assistance	\$1.00	(L)

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